



Job Profile and Working for Stockport

Our Council

Join us at Stockport Council – Best for Inclusion winner at the Greater Manchester Good Employment Awards 2026

Our employees are our **greatest asset**. We're proud of the way we provide vital frontline services every day and work together, as **one team**.

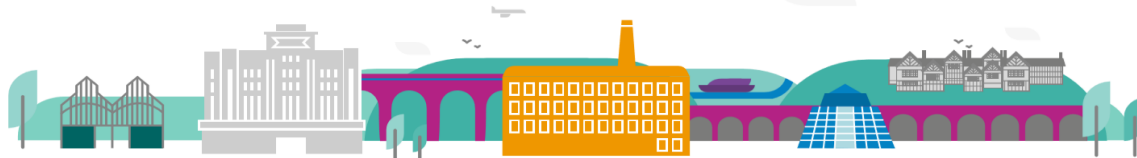
Our 4 **core values** as shown above, run through everything that we do, and we aim to stay **true** to them regardless of the challenges that we may face.

To **support** our values, we have policies, guidance and procedures around health, safety and welfare, customer care, emergency planning and security that all our **colleagues** are adhering and working to.

We also **pride** ourselves on our commitment to wellbeing and inclusivity of our colleagues and residents.

You can find out more about working for Stockport Council and some of the benefits that we offer our employees at <https://greater.jobs/locations/stockport/>





Ambitious Stockport, creating opportunities *for everyone*

About the Job

Role:	Business Support Officer
Service Area:	Children's Social Care
Directorate:	Services to People - Childrens
Salary Grade:	£13.29 per hour

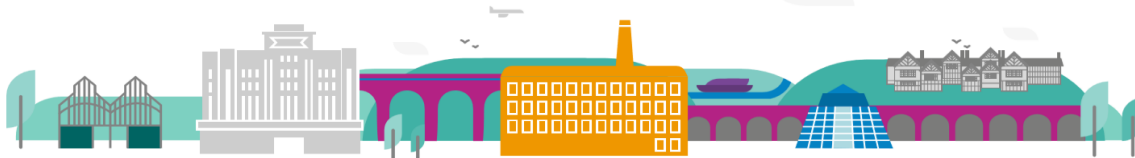
Main Purpose of the Job

We are seeking a dedicated and highly organised Business Support Officer to provide tailored administrative and practical support to a Social Worker with a visual impairment. The post holder will work under the direction and guidance of the Social Worker at all times, enabling them to carry out their statutory duties effectively and efficiently.

The role is designed to maximise the Social Worker's capacity by providing administrative, technological, and recording support, whilst maintaining confidentiality, professionalism, and high standards of accuracy.

Key Responsibilities

- Providing administrative support as directed by the Social Worker.
- Maintaining and updating electronic records and case management systems following meetings, telephone calls, home visits, emails, and other social work activities.
- Recording information accurately and in a timely manner on behalf of the Social Worker.
- Completing forms, correspondence, reports, and Team Around the Child (TAC) meeting minutes as dictated or instructed by the Social Worker.
- Managing and organising electronic documents and files to ensure information can be easily accessed.
- Communicating with families, professionals, and partner agencies via Microsoft Teams, email, and telephone as directed by the Social Worker.
- Assisting with diary management, scheduling meetings, and coordinating appointments.
- Supporting the Social Worker to utilise technology and digital systems effectively in carrying out their role.
- Ensuring all work is completed in accordance with Children's Services policies, procedures, information governance requirements, and confidentiality standards.



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- To work positively and inclusively with colleagues and customers so that the Council provides a workplace to deliver a service that does not discriminate against people on the grounds of their age, disability, gender reassignment, marriage, civil partnership, pregnancy, maternity, race, religion, belief, sex, or sexual orientation.
- To fulfil personal requirements, where appropriate, with regards to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council's priorities.

Additional Information

The responsibilities set out in this document, in the advert and any additional information are intended to provide a flavour of the work you will carry out. It is not possible to include everything you will be asked to undertake, and we expect all colleagues to work flexibly according to business needs and to enhance your own development. Your skills, abilities and training needs will be taken into account and discussed with you when any significant changes to your role are needed. In line with our flexible approach you may be required to work from home for a proportion of your time or from any of the Council's sites across the borough.

The Council is an inclusive employer and holds the Disability Confident and Armed Forces Covenant accreditations. If you have a disability, we will support you by implementing reasonable adjustments to enable you to perform your role.

About You

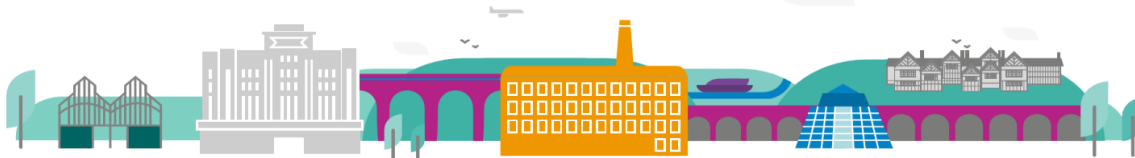
Please use your application to tell us how well you meet the criteria listed below as these are the key skills, experience, technical expertise and qualifications needed to be successful in the role. We will then use all the information you provide in your application to help us decide whether you are shortlisted for interview. Any interview questions or additional assessments such as tests or presentations may also be broadly based on these criteria:

- Working to the Council's values and behaviours by:
 - Keeping the people of **Stockport** at the heart of what we do
 - Succeeding as a **team**, collaborating with colleagues and partners
 - Driving things forward with **ambition**, creativity and confidence
 - Showing value and **respect** to our colleagues, partners and customers.

You will be an organised, reliable, and proactive individual who enjoys providing high-quality support and takes pride in producing accurate work. You will have excellent communication skills and a strong attention to detail, with the ability to work collaboratively and responsively to meet the needs of the Social Worker.

You will have:

- Strong IT and digital literacy skills, including confidence using Microsoft Teams, Outlook, Word, and other Microsoft applications.
- Experience of data entry and maintaining accurate records within case management or database systems.



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- Strong written communication skills, with the ability to accurately record information and produce meeting notes and documentation.
- Experience of working with sensitive and confidential information.
- The ability to follow instructions, work flexibly, and respond to changing priorities.
- Good interpersonal skills and the ability to build effective working relationships.
- Experience of using Microsoft Copilot or similar AI-assisted technology to improve efficiency and productivity.
- Working knowledge and experience of Liquidlogic within Children's Services. (desirable)
- Understanding of Children's Social Care processes and statutory responsibilities.
- Experience of providing dedicated administrative support to an individual or specialist professional role. (desirable)
- An understanding of accessibility requirements and inclusive working practices. (desirable)

This role would suit someone who is highly organised, technologically confident, and committed to enabling others to perform at their best through effective administrative and practical support.